

SERVICE UPDATE

<u>Name of Function:</u>	Education and Lifelong Learning
<u>Date:</u>	06.05.25
<u>Title of Update:</u>	Changes to library opening hours and charges update
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Library Opening hours, Fines and Charges

As we take forward and develop the future library model, we wanted to share with you some initial adjustments to library opening hours and the implementation of the removal of fines and charges.

Library users told us they wanted:

- Consistent opening hours
- Access to libraries out with 9-5 working hours
- Increased opening hours

What we have already put in place:

- From April 24, saw an increase in library opening hours across Culter, Mastrick, Tillydrone and Torry

What is changing:

- The overall opening hours will remain the same with, hours better allocated based on use and demand.
- All community libraries will open at 10 am, and will have Saturday and at least one evening opening
- (Where community libraries are open from 9 am, usage is low for example Airyhall and Bridge of Don)
- Bucksburn will be open an extra day, Kincorth will open late on a Wednesday.

Please see the new opening hours which will operate from Monday 2 June 2025.

	Mon	Tues	Wed	Thurs	Fri	Sat	Total Dec 24	New Hours	
Airhall	10-7	10-5	10-7	10-5	10-5	10-1; 2-5	50	45	10 am start rather than 9am
Bridge of Don	10-7	10-5	10-7	10-5	10-5	10-1; 2-5	45	45	
Bucksburn	10-7	10-5		10-5	10-5	10-1; 2-5	29	36	Now open on a Friday
Central	9-8	9-5	9-8	9-5	9-5	9-5	54	54	
Cove	1-7	10-1; 2-5			10-1; 2-5	10-1	21	21	
Culter	1-7	10-1; 2-5	10-1; 2-5	10-1; 2-5		10-1	27	27	
Dyce	10-5		10-5 5:15-8		10-5	10-1	21	21	Open + Wed evening and Sat
Kincorth		10-5	10-7	10-5	10-5	10-1	35	33	Late opening Wed evening
Mastrick	10-7	10-5	10-7	10-5	10-5	10-1; 2-5	45	45	
Tillydrone	10-7	10-5	10-7	10-5	10-5	10-1; 2-5	45	45	
Torry	10-1; 2-5		1-7	10-1; 2-5		10-1	21	21	Library at Greyhope open as self serve when the building is the is open
							393	393	

Fine and charges

All late fines have been removed from the library service, as well as historical charges that we know have proved a barrier to library use for many citizens. Through promotional campaigns, book amnesties and work with partners we aim to increase library use and borrowing and continue to work to remove barriers individuals, families and communities experience and ensure the library offer is agile and responsive to citizens' needs.

What has changed:

- No late fines for borrowed items.
- A removal of all historic charges that have been sitting on people's library accounts, now enabling them to use their library membership once again.
- Borrowing limited to one item, where members hold overdue or lost books, library members will never not be able to access their membership.
- PC is no longer restricted where members have charges on their account.
- No fine or charges for lost books on children's accounts.

Charges remain on:

- Printing, (however, we are looking into free printing for different groups, for example care experienced young people).
- CDs and DVDs.
- Reproduction of maps and requests for hourly librarian research support.